

### Mail and Messenger Services

1. General. Each department and establishment is requested to establish or maintain recording and reporting systems needed to produce certain minimum workload information on departmental (not field) mail and messenger services, as described in paragraph 2. of this appendix. Workload information shall be maintained for departmental mail and messenger services in (a) each bureau or comparable unit and each corporation and (b) the office of the Secretary, Administrator, or comparable agency headquarters. Such workload information shall be maintained in a manner that summary data for departmental mail and messenger services in the departmental services of the agency as a whole can be readily compiled. No workload reports are to be submitted to the Bureau of the Budget, but it is requested that the workload information described below be available to examiners of the Bureau of the Budget upon request. (Note: employment and salary obligations data for mail and messenger services to be reported on Exhibit A will cover both departmental and field services in the continental United States.)

#### 2. Workload data to be available.

##### a. Number of pieces of incoming mail (in thousands).

Incoming mail will include mail received by a mailroom for distribution to offices, or to other mailrooms served by it whether received from outside or inside of the agency. The volume of incoming mail for the agency as a whole would reflect the number of pieces received by the central mailroom and also the number received by each subordinate mailroom even though in some instances this results in duplicate counting of the same piece of mail.

##### b. Number of pieces of outgoing mail (in thousands).

Outgoing mail will include mail received by a mailroom for dispatch to offices or organizations other than those served by the mailroom covered in the report. The same piece of mail will not be counted as both incoming and outgoing in any one mailroom; in other words, incoming mail does not become outgoing mail until action on it has been taken--e.g. a reply has been prepared. The volume of outgoing mail for the agency as a whole would reflect the number of pieces dispatched by the central mailroom and also the number dispatched by each subordinate mailroom even though in some instances this results in duplicate counting of the same piece of mail.

(Note: For purposes of this appendix, a piece of mail will generally represent a letter, form, publication, paper, or a group of papers handled as a single item or transaction. Mail received or dispatched in bulk packages or envelopes, if handled

in bulk, will be counted as one piece, but if opened and broken down, each piece handled separately will be counted as one piece. Telegrams and cables handled as an integral part of the mail activity will also be counted as pieces of mail.)

- c. Average number of pickups and deliveries per regular messenger per day.

A pickup and delivery point is each mail station or in-and-out box which a messenger visits to deliver or pick up mail on his regularly scheduled route. The number of pickup and delivery points on a route times the number of trips each day is the number of pick-ups and deliveries per day. .

- d. Average number of special messenger trips per special messenger per year.